

CASE STUDIES

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2006 CONFERENCE

Case Study No. 1

(1) Joe Q. Veteran recently transferred to your school from ABC College, where he was pursuing a BA degree in Liberal Arts. He states that he wants to start using his VA education benefits at your school and that he has not previously applied. He also states that he paid \$600 into a “buy-up” program before he was discharged from active duty, but he doesn’t really know how the program works.

(A) What advice do you offer Joe about applying for benefits and about the the \$600 buy-up?

- Submit VA Form 22-1990 (Application for VA Education Benefits). May be submitted electronically via VONAPP or mailed in paper form.
- Submit Member-4 copy of DD214, if available.
- Submit evidence of the \$600 MGIB Buy-Up payment, such as Leave & Earnings Statements (LES) or DD Form 214 showing the deductions.
- Buy-up pays additional \$5 monthly for each \$20 contributed; thus, maximum contribution of \$600 results in \$150 additional monthly entitlement. May also advise to consult GI Bill website for information.

(2) Joe is pursuing a BS in Business Management. He is registered for Fall 2006 and is planning to enroll Spring and Summer 2007 as follows:

7cr	Fall 2006	08/25/2006 – 12/15/2006
3cr	Fall I 2006	08/25/2006 – 10/06/2006
3cr	Fall II 2006	10/12/2006 – 12/15/2006
12cr	Spring 2007	01/05/2007 – 05/15/2007
3cr	Summer 2007	06/05/2007 – 08/15/2007

He has been granted 32 hours of transfer credit from ABC College, of which 14 hours will apply to the new program. Your school operates on semesters and there is no class for the July 4 holiday during the week Monday July 3 through Friday July 7. The charge for tuition and fees is \$50 per credit hour. He is enrolled in a 4-hour course during the full-length Fall term that is not required for his program and is not a duly authorized substitution, but his advisor recommended it, suggesting it may help him achieve his career goals.

(A) Prepare an Enrollment Certification (VA Form 22-1999) for the 2006/2007 school year.

Type of Training = ? Undergraduate

Name of Program = ? BS Business Management

Credit for Prior Training = ? 14

Enrollment Dates		Credit	Rem/Def	Clock	Tuition/
<u>Begin</u>	<u>Ending</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Fees</u>
08/25/2006	12/15/2006	3.00			\$150.00
08/25/2006	10/06/2006	3.00			
10/12/2006	12/15/2006	3.00			
01/05/2007	05/15/2007	12.00			
06/05/2007	08/15/2007	3.00			\$150.00

Remarks (if appropriate) = ?

08/25/2006 – 12/15/2006: Application Sent Via US Mail or Student Applied Using VONAPP.

06/05/2007 – 08/15/2007: Term has holiday break beginning 7/1/07 and ending 7/9/07.

(B) When should you submit the Enrollment Certification?

As early as possible up to 120 days before beginning of term.

(3) At the end of the Fall term, you are notified that Joe will not be returning for the Spring term.

(A) What type of certification action is required? Termination

(B) Describe how you will prepare a VA Form 22-1999b in VA-ONCE to notify VA of the change...

Which term do you select to process the termination? Spring 2006

Reason for Termination = ? Withdrawal before beginning of term

Effective date = ? System-generated...one day before 1st day of term.

NOTE: Selecting Fall 2006 and 'End of Term' reason also technically correct; however, this reason problematic for processing, as system 'zeros' out the term. Selecting Spring 2007 and "End of Term" would result in system-generated effective date equal to last day of the Spring term.

Case Study No 2

(1) Mary Contrary is a member in good standing of the National Guard. You previously certified Mary for 12 hours for your Spring 2006 Term. She comes into your office on April 5 and says her unit is being activated on April 10. She is not going to attend any further classes.

(A) What type of certification action is required? **Termination**

(B) Prepare a 22-1999b for each of the following scenarios...

1. She was granted a full tuition refund, and no grades were assigned.
2. She was granted a partial refund and assigned “W” grades.

LDA/EFF Date = ? 1. **04/05/2006** 2. **04/05/2006**

Reason for Termination = ?

1. **Other**
2. **Withdrawal after drop period – non-punitive grades assigned.**

Mitigating Circumstances/Remarks (if appropriate) = ?

1. **Student Called To Active Duty (VBA Standard Remarks)**
2. **Unanticipated Active Military Service...(Mitigating Circumstances)**

(B) What documentation would you advise Mary to provide to VA?

Copy of activation orders, if available. If orders are not available, it is still permissible to report “called to active duty” as a reason.

(C) What information could you provide to Mary about VA payments and possible overpayments?

Mary will be due benefits up to April 5, the day she withdrew from classes. She should not verify her enrollment beyond April 5, because an overpayment will be created.

(2) It is now August 18, 2006, and Mary is back after having served four (4) months on active duty. Mary enrolls for the Fall term.

(A) What documentation would you advise Mary to provide to VA?

Copy of orders, if not previously submitted, and copy of DD Form 214. Mary may be eligible for restoration of the entitlement charged for the term from which she withdrew, and she may be eligible for an extension of her eligibility.

Case Study No 3

(1) Johnny B. Goode served on active duty from June 20, 2001 - August 20, 2005. He paid in \$1200 and has an honorable discharge. Even though he has a DD 214, he was actually on terminal leave from June 2005 through his discharge date of August 20, 2005. He has been admitted into a BS Criminal Justice degree program. The charge for tuition and fees is \$100 per credit hour. This is his first post-secondary school attendance. He has already submitted his application for VA education benefits over VONAPP, but he has not received a certificate of eligibility yet. He is registered for Fall 2005 and is planning to enroll Spring 2006 and Summer 2006 as follows:

9cr	Fall 2005	08/15/2005 – 12/14/2005
2cr	Fall I 2005	08/15/2005 – 10/03/2005
9cr	Spring 2006	01/15/2006 – 05/14/2006
6cr	Summer 2006	06/17/2006 – 08/15/2006

(A) Prepare an Enrollment Certification (VA Form 22-1999) for the 2005/2006 school year.

Type of Training = ? Undergraduate

Name of Program = ? BS Criminal Justice

Credit for Prior Training = ? None

Enrollment Dates		Credit	Rem/Def	Clock	Tuition/
<u>Begin</u>	<u>Ending</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Fees</u>
08/15/2005	12/14/2005	9.00			\$900.00
08/15/2005	10/03/2005	2.00			\$200.00
01/15/2006	05/14/2006	9.00			
06/17/2006	08/15/2006	6.00			

Remarks (if appropriate) = ?

08/15/2005 – 12/14/2005: Student Applied Using VONAPP.

(B) What advice could you offer Johnny regarding his benefit application and benefit payments?

- **Application:** Even though he submitted his application on-line, remind Johnny that he will still need to submit the signed signature page to VA before payments may be made.
- **Payments:** Advise Johnny that he will be paid based on charges for tuition and fees for the portion of the term that he was on terminal leave, because he was still technically on active duty.

(C) Johnny is concerned about his benefit rate for the Summer term. Can you tell him what his training time will be?

Full-time: $6 \text{ hrs} \times 18 \sim 9 \text{ wks} = 12 \text{che.}$

{ $60 \text{ days} \sim 7 = 9 \text{ wks}$ }

{ formula: $\# \text{ hrs} \times 18 \sim \text{wks} = \text{equivalent hours}$ }

(2) On October 30, 2005, Johnny withdraws from a 3-hour class in the standard Fall 2005 term. He indicated he had to withdraw from the course because his boss changed his work schedule. Your school permits students to withdraw from a course without academic penalty until November 1, 2005. A “W” grade is assigned.

(A) What type of certification action is required? **Adjustment.**

(B) Prepare a 22-1999b notifying VA of the change.

LDA/EFF Date = ? **10/30/2005**

Reason for Adjustment = ?

Reduction After Drop Period – Non-Punitive Grades Assigned.

Credit Hours After Adjustment = ? **6**

Mitigating Circumstances/Remarks (if appropriate) = ?

**An Unavoidable Change In The Student's Conditions Of Employment
(std Mitigating Circumstance)**

(3) On January 15, 2005, Johnny comes by your office and brings you a schedule showing that he enrolled in 12 credit hours for the Spring 2006 term. You previously certified him for 9 credit hours.

(A) What type of certification action is required? **Adjustment.**

(B) Prepare a 22-1999b notifying VA of the change:

Reason for Adjustment = ? **Increase On First Day Of Term**

Credit Hours After Adjustment = ? **12**

EFF Date = ? **01/15/2006 (system-generated)**

Mitigating Circumstances/Remarks (if appropriate) = ? **None**

(4) At the end of the Spring term, you find out that Joe switched the extra 3 hour class to an “audit” sometime during the term.

(A) What type of certification action is required? **Adjustment.**

(B) Prepare a 22-1999b notifying VA of the change:

Reason for Adjustment = ?

Student Completed Term But Non-Punitive Grade Assigned For One Or More Courses.

Credit Hours After Adjustment = ? **9**

EFF Date = ? **05/14/2006 (system-generated)**

Mitigating Circumstances/Remarks (if appropriate) = ? **If provided.**

Case Study No 4

(1) Dorothy Garland has just been released from active duty in the Navy and has enrolled in your school, The University of Veterans Affairs. She wants to earn a BS degree in Business Management. This is her first post-secondary school attendance. The charge for tuition and fees is \$100 per credit hour. She is enrolled as follows:

9cr	Fall 2006	08/20/2006 – 12/15/2006
9cr	Spring 2007	01/18/2007 – 05/14/2007
6cr	Summer 2007	06/12/2007 – 08/15/2007

Dorothy is also authorized by UVA to take courses at Veterans Affairs Community College that will apply to her degree. The charge for tuition and fees is \$50 per credit hour. She is enrolled as follows:

3cr	Fall 2006	08/19/2006 – 12/12/2006
2cr	Spring 2007	01/15/2007 – 03/03/2007
2cr	Summer 2007	03/15/2007 – 05/16/2007

(A) Prepare an enrollment certification for each school.

University of Veterans Affairs

Type of Training = ? Undergraduate

Name of Program = ? BS Business Management

Credit for Prior Training = ? None

Enrollment Dates		Credit	Rem/Def	Clock	Tuition/
<u>Begin</u>	<u>Ending</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Fees</u>
08/20/2006	12/15/2006	9.00			
01/18/2007	05/14/2007	9.00			
06/12/2007	08/15/2007	6.00			

Remarks (if appropriate) = ?

08/20/2006-12/15/2006: Concurrent Enrollment at Secondary
School: Veterans Affairs Community College

Veterans Affairs Community College

Type of Training = ? Undergraduate

Name of Program = ? GUEST STUDENT (system-generated)

Credit for Prior Training = ? NA (system-generated)

Enrollment Dates		Credit	Rem/Def	Clock	Tuition/
<u>Begin</u>	<u>Ending</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Fees</u>
08/19/2006	12/12/2006	3.00			\$150.00
01/15/2007	03/03/2007	2.00			\$100.00
03/15/2007	05/16/2007	2.00			\$100.00

Remarks (if appropriate) = ?

08/20/2005-12/15/2005: Courses confirmed to be applied to a degree program at University of Veterans Affairs. (system-generated)

(B) Suppose the classes at VACC would not apply to the degree at UVA; what action would each school take?

UVA: **Certify as usual; omit remark regarding secondary enrollment**

VACC: **No action necessary; do not certify enrollment**

(2) Dorothy receives an incomplete “I” grade at the end of Fall 2006 for a 3 credit hour course at UVA. School policy provides that if the “I” grade is not removed by completing the course before the end of the following semester, it will automatically become an “F”.

(A) What type of certification action is required? **None.**

General Certification Questions.

All questions are based on the school using VAONCE.

1. You attempt to adopt a new student at your school and receive the message, “*This student exists at another school, but not the current school. The system will allow you to adopt. If this is the student you want to adopt, click "OK" to continue. Or, click "Cancel" to return to the student select page.*” What further action should you take?

Verify that you have input the correct Social Security number and click OK to continue. You have now adopted the student at your school. (You will be able to view certifications submitted by other schools, but you will not be able to make changes to those certifications.)

2. Why is it important for you to identify a student as “active duty” in VAONCE?

VA-ONCE has a built-in edit which will require you to input tuition and fees, which are necessary to pay active duty students

3. Someone from VA calls to inform you that you have adopted your student using the incorrect SSN number. Describe the steps you take to fix it in VAONCE.

Highlight the student's name on the Student Select page. At the top left of the page, click "Student", then select "Change SSN". Enter the correct SSN and save it.

4. You certify a student for Fall 2006 and Spring 2007. You subsequently receive a letter from VA informing you that the student is no longer eligible for VA benefits. What action do you take?

None. You do not need to send an adjustment or termination to VA.

5. You certify Fall 2006 and Spring 2007 as prior credit "pending." In November 2006, you learn that prior credit is 15. How and when should you report this to VA?

Report it on the next routine enrollment certification. Unless specifically requested by a Claims Examiner, it is not necessary to report it before then.

6. It is 8/5/06 and a new CH 30 student brings you a completed application to mail in. Your term begins on 8/10/06. When should you send the 1999?

Submit the 1999 *immediately*. Include the VBA Standard Remark “Application Sent Via US Mail”.

7. It is 8/5/06 and a new CH 35 student brings you a completed application to mail in. Your term begins on 8/10/06. When should you send the 1999?

Confirmed enrollment certification required. Submit 1999 on or after 8/10/06.

8. You have a new CH 30 student who says he paid the additional \$600 and also has a kicker, but he has no documentation or evidence.

(A) What do you advise the student regarding providing documentation to VA

Ask student to furnish evidence of payment, including copy of DD Form 2366, LES's (if deductions are payroll deducted), DD Form 1131 (Cash Voucher if paid cash in full), or DD Form 214 (if annotated). VA may

have access to computerized kicker information; however, student may submit copy of Kicker contract, if available.

(B) If there is documentation needed but not readily available, should you send in the application without or wait until you have all the necessary documentation?

It is not necessary to hold the application. Submit the application immediately, then submit additional documentation when it becomes available. Be sure to include SSN/VA File # on every page of each document.

9. What is the timeframe for submitting the following enrollments?

CH30 or CH1606 (new application) 120 days before first day of term

CH30 or CH1606 (continuing student) 120 days before first day of term

CH30 (active duty) 120 days before first day of term

CH35 (new application) On or after first day of term

CH35 (continuing student) 60 days before first day of term

Enrollment for less than half-time On or after first day of term

10. What is the best way to insure that your student's benefits are not interrupted between terms?

Certify more than one term at a time. Schools operated on a term basis may certify enrollment not to exceed one year, generally the ordinary school year plus the following summer term. NCD schools *not* operated on a term basis may certify the entire length of the program of study.

11. A student says she has just become eligible for CH35 benefits. She has been enrolled at your school for the past three years and wants you to provide a 1999 to VA for that period.

(A) Do you provide the 1999 for terms three years ago? Yes

(B) Why, or why not?

There is no reason not to; the “one-year rule” applies to student benefit applications, not enrollment certifications. Eligibility may be established retroactively for CH35 students, and a student may elect an eligibility date that allows payment for earlier terms, possibly exceeding one year. School officials are not expected to determine how far back

VA can pay. It is always preferable to submit enrollment and let VA make the determination.

BONUS QUESTIONS

(1) You certified a student for full-time enrollment for Fall 2005 and Spring 2006. The student completed the Fall term, but did not return for the Spring term. The Fall term ended on 12/21/05, and the Spring term began on 1/9/06.

How long do you have to submit a timely notice of the termination?

30 days from last officially scheduled registration day for Spring 06.

(2) A student is enrolled full-time for the term 1/9/06 – 5/12/06. The student withdraws from all courses on January 17. The add/drop period ended on January 13, and the last day to withdraw from a course without academic penalty is March 10.

How long do you have to submit a timely notice of the termination?

30 days from February 8 (end of 30-day drop period).

Questions?

